
Send Tech Line Your Best Digital Photos

Currently Applies To: ALL Vehicles

Tech Line really appreciates the time you take out of your busy workday to photograph vehicle problems. The digital photos you send help Tech Line and the factories understand customer complaints better.

Sometimes, however, those photos are fuzzy or they're washed out so badly they're not clear enough to be useful. This is a common problem if they were taken closer than the camera's auto focus could adjust to. We certainly realize the level of camera skills varies from tech to tech. But the simple truth is a photo that's fuzzy or washed out will be just as fuzzy or washed out once it reaches Tech Line. So here's a handy procedure we came up with to help ensure you're sending Tech Line your best stuff:

1. Start things off by taking a wide shot showing the entire side of the vehicle where the problem is located.
2. Get in closer, and take a medium shot of the problem, showing a related part (the next panel, the floor, the roof, a fender, a taillight, a headlight, etc.). Pointing to the problem is a huge help to us. You can be as creative here as you want. Your finger, a pen, or even a post-it-note with an arrow makes a fine visual aid.
3. Take a couple of close-up shots using your camera's macro setting. If you're not familiar with how to set it, refer to the operator's manual that came with the camera. Take these shots both with and without the flash. If you're shooting something under the dashboard, you might want to use a drop light positioned a little farther away instead of the flash. That way, you'll avoid getting washed out images.
4. While still in the macro mode, take a shot of the VIN sticker on the driver's doorjamb.
5. Wrap things up with a final shot of the odometer reading.
6. Send your photos to Tech Line. You can e-mail them to techline@ahm.honda.com, but the best (and preferred) method is to upload your photos by way of the *IN*. From the main menu, click on **Tech Line** and then **Image Upload**. Fill in the fields on the **Tech Line Image Upload** screen, upload your photos, and click on **Submit**. Regardless of which method you choose, it's important to keep in mind that file type and size matters. Send only still images (JPEG files); don't send videos (MPEG files). If you use e-mail, there's a **10 MB** file size limit; if you use the *IN*, there's a **1.5 MB** limit.